Statement

(b) The details of losses to Railway property on account of extremist activities (State-wise) during the last three years are as under:—

State	Year (Figure in Rupees)			
	1994	1995	1996	1997
Andhra Pradesh	—	2,07,55,888	2,25,53,600	5,80,96,000
Tamil Nadu	—	—	4,12,000	—
Assam	—	9,21,000	2,41,70,520	10,00,000
Bihar	—	19,056	6,78,628	—
Punjab	—	—	—	12,45,000
J&K	—	—	—	25,00,000

Encroachment on Railway Land

1239. SHRI SANJAY DALMIA: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government are aware that railway lands worth crores of rupees are being encroached upon in different States;

(b) if so, the estimated acres of railway land encroached upon State-wise; and

(c) the steps proposed to be taken to remove encroachers and to protect the railway properties?

THE MINISTER OF RAILWAYS (SHRI RAM VILAS PASWAN): (a) Yes, Sir.

(b) Information about area of railway land under encroachment is not maintained State-wise but Zone-wise, as Railway zones span over more than one State. The details are as follows:—

Railway	Area of Railway land under encroachment (in hectares)
Central	64
Eastern	85
Northern	900
N.E. Railway	115
N.F. Railway	304
Southern	83
South Central	84
South Eastern	715
Western	107
	2457

(c) Removal of encroachment on Railway land is a continuous process. Regular inspections are done by officials to prevent fresh encroachments and these are removed as soon as noticed. Regarding old encroachments, action is taken under PPE Act, 1971.

To prevent encroachment on Railway land, construction of boundary wall and fencing in the vulnerable sections are undertaken. Planting of suitable trees/ shrubs including quick growing thorny trees is also done.

Grievances of travelling public

1240. SHRI MOHINDAR SINGH KALYAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether Northern Railway has recently taken some measures for ventilation of grievances of travelling public;

(b) if so, the details of such measures;

(c) whether similar measures have also been taken by other zonal Railways for ventilation of grievances;

(d) if so, the details thereof;

(e) whether any time limit for ventilation of grievances of travelling public has been fixed under these; and

(f) if so, the details thereof and if not, the reasons for publicising such measures?

THE MINISTER OF RAILWAYS (SHRI RAM VILAS PASWAN): (a) Yes, Sir.

(b) Various measures have been taken

(i) Streamlining the working of public grievances redressal machinery;

(ii) Publication of telephone numbers and timings in Zonal Railways Time Table where complainants can contact Additional General Managers in Headquarters office and Additional Divisional Railway Managers in Divisional offices;

(iii) Setting up of monitoring cell in Headquarters office and Divisional Offices where complainants can give their complaints through telephone or FAX, besides in writing in person.

(iv) Public complaint books at stations in trains and at all other important installations dealing with public, have been provided, which are closely monitored.

(c) Yes, Sir. Similar measures have been taken by other Zonal Railways for the ventilation of grievances of the travelling public.

(d)(i) Additional General Manager is the Director Public Grievances on the Zonal Railways and Additional Divisional Railway Managers are the Director Public Grievances on the Divisions.

(ii) Monitoring Cells have been set up at all Zonal Headquarters and Divisional Headquarters to receive complaints from travelling passengers to redress the grievances quickly through person and through telephones.

(iii) Complaints/Suggestion books have been provided at all stations refreshment rooms, dining cars with guards catering stalls/ units etc.

(iv) Railway users can meet Additional Divisional Railway Managers/Divisional Railway Manger at Divisional level and Additional General Manager, Director Public Grievances at Zonal level on nominated days. In case, they are not satisfied with any of these officers, they can meet the General Manager on the nominated day of the month.

(v) Information has been published in the time tables for travelling public for availability of complaints/suggestion books, about complaint cell alongwith telephone number of concerned officers.

(vi) Monitoring cell catering/vending activities have also been functioning under Deputy Chief Commercial Manager Catering at Zonal level and Assistant Commercial Manager Catering at Divisional level.

(e) Yes, Sir.

(f) The time limit for ventilation of complaints are:

(i) At Divisional level = 7 days

(ii) At Zonal level = 15 days.